YMCA of Greater Vancouver
Employment Opportunity

Date Posted: April 21, 2016
Position Title: Manager, Healthy Heart & TIME Program
Location: Vancouver, BC
Terms: Permanent Full Time
Placement: June 15th, 2016
Compensation Details: $48,000 - $54,000
Reports To: Director, Community Health

Situation:
The YMCA of Greater Vancouver is a charity dedicated to strengthening the foundations of community, by nurturing the potential of children, teens & young adults, promoting healthy lifestyles, fostering a sense of social responsibility and delivering lasting personal & social change. We are building a community in which a generation of children and families reach their full potential. Our values guide our decision-making and behaviour—we do the right thing, put people first, keep our promises and lead by example.

For over 125 years, we have been part of the community, a place where people of every age and background find the support they need to grow in spirit, mind and body. One of the Lower Mainland’s leading charities, the YMCA of Greater Vancouver provides services in health & fitness, child care, camping, employment & community services to over 108,000 participants annually.

Nature & Scope:
The YMCA Healthy Heart Program was the first community based cardiac rehabilitation program in the Province of BC and this year will celebrate it’s 40 year in operation. The Healthy Heart program has over 200 new participants register each year and the program is located throughout the Lower Mainland in the communities of Surrey, Port Coquitlam, Coquitlam, Burnaby, Port Moody, and New Westminster. The Program provides financial assistance to those participants that are unable to afford program fees and the staff and volunteers have an incredibly strong annual fundraising campaign that raises over $20K annually to support financial assistance through the YMCA Strong Kids Campaign.

The YMCA TIME Program is an evidence based functional exercise program for people that have residual balance and mobility issues as a result of Stroke, MS, and Brain Injury. The program is new to the YMCA as of May 2016 and will be delivered at the Tong Louie YMCA in Surrey and Chilliwack YMCA. This program is delivered in partnership with the Fraser Health Authority.

To provide management and ensure continuity of service to the YMCA Healthy Heart and TIME Programs. The Manager is responsible for oversight to annual fundraising campaign that raises over $20,000 annually, training and performance management of program staff and volunteers, marketing and recruitment strategies to onboard new program participants, quality assurance of program delivery and safety of program participants, management of revenue and expenses and annual program budget of $250,000, and organization and coordination of Healthy Heart annual fundraising and program events.
**Major Responsibilities:**

Provide operational excellence to day to day operations:

- Ensure fiscal responsibility by planning and administering the Program's annual operating budget of approximately $250K. This includes assessing variances, forecasting and making recommendations to address current and future expenditures.
- Assists with the development of program operating budget and ensures program is delivered within budget.
- Responsible for collecting program fees and ensuring all program participant accounts are in good standing.
- Participates in program planning sessions, develops plans and ensures delivery of program/services are in compliance with Association/legislative requirements.
- Ensures the delivery of high quality programs and services that meet Provincial and YMCA requirements and standards for programs supervised.
- Develops standards and approach to evaluating the delivery of services and ensures ongoing tracking and monitoring of services to ensure continuous improvement.
- Closely monitor and evaluate project outcomes/impact and recommend strategies for improvement and growth.
- Responsible for the recruitment, training, supervision and ongoing coaching and development of Healthy Heart staff and volunteers.
- Ensures new employees and volunteers receive role and program specific orientation and training and meet compliance criteria.
- Coaches, develops and supports employees and volunteers to achieve excellence in service delivery.
- Provides ongoing management of employee and volunteer performance and completes reviews within required process timeframe.
- Deals with performance issues using the required steps in the discipline process, up to and including termination.
- Maintain an atmosphere of achievement that inspires self and others to succeed at the highest levels

**Develop and maintain positive relationships and increase involvement of families and community partners**

- Develop and implement plans to serve and engage the community through discussion, participation and involvement in community groups, committees and partnerships related to the needs of our communities.
- Extend the impact of the YMCA through committed leadership to the YMCA Leadership Forum and GM Work Group.

**Lead and role model the YMCA’s commitment to philanthropy and volunteerism**

- Provide leadership to the YMCA Strong Kids Campaign through direct oversight of recruitment, training, supervision and recognition of campaign staff, volunteers, and donors. Ensure the YMCA’s reputation as charity of choice is understood and supported by the community.
- Exemplify the value of philanthropy and volunteerism and share this knowledge and belief with staff, volunteers and members.
- Establish rapport and maintain effective relationships with staff, volunteers, and members. Model behaviour in line with the YMCA Mission, Vision and Values.

**Requirements:**
The successful candidate is a respected leader with significant knowledge and experience in program and facility management. This individual is values-driven and believes passionately in the vital role that the YMCA can, and does, play in the community.

**Qualifications and Experience:**
• Certifications: ACSM Clinical Exercise Physiologist certification preferred but CSEP Clinical Exercise Physiologists would also be accepted
• Degree in Kinesiology or related field with a background in Cardiac Rehabilitation
• Current certification in CPR and AED
• Minimum of 5 years experience managing a Health Rehabilitation program.
• Experiencing training and coaching a team of staff and volunteers.
• Demonstrated experience in marketing and recruiting participants for a community based program.
• Demonstrated experience networking and maintaining relationships with key external stakeholders.
• Five years related clinical and/or administrative experience in cardiac rehabilitation and or cardiovascular disease prevention.
• Experience managing program budgets, completing variance reports, reading and interpreting financial statements, and projecting and forecasting program expenses.
• Experience coordinating fundraising campaigns and events and proven track record of fund raised.
• Proficient with Microsoft Office (Excel, Word, PowerPoint), Internet and Google Mail.
• Successful candidates will be required to provide a current and satisfactory Criminal Reference Check/Vulnerable Sector Search issued no later than six (6) months preceding your start date.
• Valid First Aid/CPR Certificate
• 3 professional references

Competencies:

Commitment to Organization Vision and Values: Demonstrates and promotes a personal understanding of and appreciation for the mission, vision, strategic outcomes and values of the YMCA

Diversity: Appreciates that people with different opinions, backgrounds and characteristics bring a richness to the YMCA

Philanthropy: Demonstrates a personal responsibility for the YMCA as a charity

Leadership: Guides, motivates and inspires self and others to take action to achieve desired outcomes

Outcome Thinking: Visualizes, understands and articulates YMCA outcomes and formulates strategies, plans and actions for achievement

Quality Focus: Ensures YMCA programs and services are superior

Teamwork: Actively builds teams and encourages open relationships for maximum organizational effectiveness

Application Process:
Internal applicants should inform their supervisor prior to application. Please complete the online application and submit cover letter and resume by using the following link:


Application Deadline: May 15th, 2016

Thank you for your interest and application.
Due to the high volume of applications received, only short-listed candidates will be contacted.